Kentucky Department of Revenue

CGI

Collections Upgrade Project

Introduction to CACS-G
Training Manual
Department of Revenue

Revision History

Version	Date	Author	Description
	7/8/2013	CGI Training Team	Draft

Acronym List

Acronym	Definition
ACH	Automated Clearing House
BRN	Bank Routing Number
CACS-G	Computer-Assisted Collections System for Government
CARS	Compliance and Receivables System
CIT	Corporate Income Tax
CHFS	Child Support Federal System
COT	Commonwealth Office of Technology
CRIS	Cross Reference Index System
DOR	Department of Revenue
DOT	Department of Transportation
DPT	Delinquent Property Tax
DWI	Department of Workforce Investment
EFT	Electronic Funds Transfer
FEIN	Federal Employer Identification Number
IIA	Internet Installment Agreement
IIT	Individual Income Tax
KASES	Kentucky Automated Support and Enforcement System
KCTCS	Kentucky Community and Technical College System

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KHEAA	Kentucky Higher Education Assistance Authority
KY	Kentucky
LLC	Limited Liability Company
LLET	Limited Liability Entity Tax
MAS	Manual Account Setup
MFJ	Married Filing Jointly
NCP	Noncustodial Parent
NOA	Notice of Assessment
NSF	Not Sufficient Funds
OSCAR	On-line System for Collection of Accounts Receivable
POA	Power of Attorney
PRI	Primary debtor
PTF	Promise to File
PTP	Promise to Pay
RP	Responsible Party
SEC	Secondary debtor
SP	Sole Proprietor
SSN	Social Security Number
SUT	Sales and Use Tax
TMU	Table Maintenance Utility (in CACS-G)
WT	Withholding Tax

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1   CACS-G Training Overview

Welcome to CACS-G! You will be taking to learn how to use the new features and functions of CACS-G. Of course, you know by now that CACS-G is the upgraded, web version of CACS-G, or OSCAR, as many of you call it. You will find that while much is familiar between the two systems, there are many new CACS-G features that you will be learning about in during this course. From your perspective, perhaps the biggest change will be moving into a Web-based system from the green screens that you are currently using.

1.1   Introductory Course Content

This CACS-G overview you are attending today will provide you with the basic foundation of the system. It provides you with an overview of how to access and use CACS-G. This includes basic login and search functionality. You will also learn how to access and use the different online pages within CACS-G. Additionally, this overview will present a high-level description of your DOR business workflow as well as new CACS-G correspondence capabilities. After completing this course, you should be able to:

- Access CACS-G.
- Locate cases in CACS-G.
- Navigate within CACS-G.
- Access and understand the information on the Main Case page.
- Understand how to access and review history.

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2.1.2   Functional Area

Each case assigned to a Location is further grouped into the next level of CACS-G organization, known as a Functional Area. The Functional Area is a group of cases having broadly similar characteristics, such as outbound call candidates or non-filers. Locations typically contain multiple Functional Areas. Functional Areas can be used in many ways to distinguish cases, such as cases in bankruptcy or cases with a payment plan.

Each Functional Area is identified by a two character code. CACS-G controls the flow of cases from one Functional Area/state to another through rules defined to support an organization's collection strategy. You may hear the term 'state assignment rules' used over the course of training. These are the rules in the system that cause a case to move based upon timing or an event, like the occurrence of a bad check transaction.

As shown in the chart, the following Functional Areas are configured for DOR in CACS-G:

In the Tax Location (300502):

- **EN (Entry) Functional Area** – Cases enter CACS-G through the EN (Entry) functional area where state assignment rules will then assign cases to the appropriate Functional Areas and States. Many of these rules are based on simple criteria, and others are more complex, requiring risk scores which are determined by a separate application called Strata.

- **FE (Front End) Functional Area** – is designed around a series of dialer states and automated letters meant to successfully resolve the tax debt at the lowest possible cost to DOR and in the manner that is least intrusive on the taxpayer. High risk accounts will be accelerated through the campaigns to allow Front End Collectors to focus on cases more likely to resolve without requiring enforced collections actions.

- **FC (Field Collections) Functional Area** – supports the activities of field collections representatives in the many field offices. Collector assignment will determine the appropriate field collector for the case. Cases are manually assigned to a specific field office for temporary permit work. When field work is complete, the cases are routed to Exit Review and subsequently returned to the appropriate in-house collections functional area.

- **BT (Business Tax) Functional Area** – Business Tax cases will reach this functional area after passing through the Front End. The first step will be an initial verification for address and demographic cleanup. Once complete, a Final Notice will be sent, and the case will move on for enforced collections.

- **IT (Individual income Tax) Functional Area** – Individual Income Tax cases will reach this functional area after passing through the Front End. The first step will be an initial verification for address and demographic cleanup. Once complete, a Final Notice will be sent, and the case will move on for enforced collections.

- **RP (Responsible Party) Functional Area** – Responsible Party (RP) cases will not pass through the Front End. Because the responsible parties will be cleaned up before issuing the Notice of Assessment, the first step for RP cases will be to send a Final Notice. The case will then move on for enforced collections.

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- **BX (Bankruptcy - tax) Functional Area** –is used to monitor cases with open bankruptcies. Bankruptcy cases are excluded from automated Legal Actions and access will be limited to Bankruptcy staff.

- **AT (Adjustment) Functional Area** – cases will be routed here from elsewhere in the Tax Location when complex adjustments or refunds are required. Collectors outside of the Adjustments group will not have access to the Adjustments functional area but will be able to route cases into this functional area.

- **SH (Special Handling) Functional Area** – includes workflow states to support miscellaneous (suffix) case cleanup, returned mail processing, and general collections work to assist with Front End overflow. Other states (Promise monitoring, collector review, adjustments, etc.) exist in this functional area so that the Special Handling group can work Front End collections cases when Front End cannot work all of its caseload.

- **OS (Offer in Settlement) Functional Area** – used to process a case where an offer in settlement from the taxpayer has occurred. The user entering the agreement is assigned to the case through the entire process.

- **LG (Legal) Functional Area** – used to process a case involved in legal activities, such as a court-ordered judgment, probate, voluntary disclosure, or criminal referral.

- **CO (Charge Off) Functional Area** –serves as a holding area for cases in which all bills have been charged off. These cases will be worklisted within the Charge-Off functional area when liens need to be refreshed, or routed back to their appropriate collections functional area when new assets are identified. This functional area will also include the Pending Inactive state. This state will contain cases that are prepared to go inactive and hold them for 30 days to ensure that payments are not reversed or new bills received. Any cases that appear on this worklist have had some action that prevents them from becoming inactive.

- **IN (Inactive) Functional Area** –is used when the case no longer requires system activities; primarily when a case balance is reduced to zero or within tolerance.

- **BL (Billing) Functional Area** –is used to support the Front End letter campaigns, to refresh Final Notices when new bills are received on existing cases and to send a balance due letter to charged off cases once a year to maintain contact with the taxpayer.

- **LA (Legal Actions) Functional Area** –is used to support the generation of automated legal actions (Wage Levies, Bank Levies, and Liens). Different rules will apply to cases based on case type (IIT, Business, or Responsible Party).

In the Non-Tax Location (300504):

- **EN (Entry) Functional Area** – Cases enter CACS-G through the EN (Entry) functional area where state assignment rules will then assign cases to the appropriate Functional Areas and States.

- **CS (Child Support) Functional Area** – Child Support cases will enter here directly from the EN functional area. The first step will be an initial verification for address and demographic

cleanup. Once complete, a Warning Letter and Final Notice will be sent using letter sequencing, and the case will move on for enforced collections.

- **EC (Enterprise Collection) Functional Area** – Enterprise Collection cases will enter here directly from the EN functional area. The first step will be an initial verification for address and demographic cleanup. Once complete, a Warning Letter and Final Notice will be sent using letter sequencing, and the case will move on for enforced collections.

- **PT (Property Tax) Functional Area** – Property Tax cases will enter here directly from the EN functional area. The first step will be an initial verification for address and demographic cleanup. Once complete, a Warning Letter and Final Notice will be sent using letter sequencing, and the case will move on for enforced collections.

- **BE (Bankruptcy) Functional Area** –is used to monitor cases with open bankruptcies for Property Tax cases. Bankruptcy cases are excluded from automated Legal Actions and access will be limited to Bankruptcy staff.

- **AE (Adjustment) Functional Area** – cases will be routed here for Property Tax cases when complex adjustments or refunds are required. Collectors outside of the Adjustments group will not have access to the Adjustments functional area but will be able to route Property Tax cases into this functional area.

- **SE (Special handling) Functional Area** – includes workflow states to support high-level reviews and cases for Spanish speaking debtors. This functional area allows cases to be removed from automated processing when non-standard activities are required.

- **CO (Charge Off) Functional Area** –serves as a holding area for cases in which all bills have been charged off. These cases will be worklisted within the Charge-Off functional area when liens need to be refreshed, or routed back to their appropriate collections functional area when new assets are identified. This functional area will also include the Pending Inactive state. This state will contain cases that are prepared to go inactive and hold them for 30 days to ensure that payments are not reversed or new bills received. Any cases that appear on this worklist have had some action that prevents them from becoming inactive.

- **IN (Inactive) Functional Area** –is used when the case no longer requires system activities; primarily when a case balance is reduced to zero or within tolerance.

- **BL (Billing) Functional Area** –is used to support the Front End letter campaigns, to send additional Warning Letters and refresh Final Notices when new bills are received on existing cases. Because different rules exist based on the case type (Enterprise, Child Support, or Property Tax), cases will be segmented along these lines when they enter CACS-G

- **LA (Legal Actions) Functional Area** –is used to support the generation of automated legal actions (Wage Levies, Bank Levies, and Liens).

2.1.3   Function States

Within each functional area, CACS-G groups cases requiring similar collection actions into the same function state (more commonly referred to simply as a state). A state contains cases that are awaiting

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the same next action. DOR manages its collection strategies within a functional area through business rules that are set up through CACS-G State Assignment Rules. For example, Individual Income Tax cases with low balances route to IT02 to receive a balance due letter, while business cases with corporate officers route to BT29 where users will initiate Notices of Assessment.

A case remains in a given state until some event or action causes it to route to a new state. This event can be initiated by you as the collector or supervisor, by a transaction from a host accounting system, or by CACS-G. CACS-G reviews cases daily to determine what collection activity, if any, should be carried out on that account during the next day. The case will then appear on a work list in that state if action is required.

2.1.3.1 Definition of a State

A state is identified by two numeric values. For example, EC05 – Pay Plan Monitoring, EC is the functional area and 05 is the function state. For those users with access, a list of the functional areas and the states within each functional area configured for DOR can be obtained in the TMU (Table Maintenance Utility).

There are five types of function states. A case may be assigned to one primary state and up to five secondary states:

- **Work States: Work States** are primary states in which an action is required to process the case along the proper workflow. These states are worked primarily by collection staff where work lists are constructed. For example, PT04 – Broken Promise and IT03 – Initial Verification are work states.

- **Hold States: Hold States** are primary states in which the case resides while waiting for an event. No work lists are constructed for these States. RP08 – Levy Eligible Asset and CO99 – Charged Off are examples of hold states. This event could be a payment, a transaction sent from the host accounting system, receipt of correspondence, or could be the completion of a particular time interval.

- **Review States: Review States** are primary states in which the account resides indicating a case must be reviewed, and remain there until a review has taken place. These states are typically worked by supervisors to perform review functions in which work lists are constructed. CS21 – Supervisor Review and CS25 – Manager's Review are examples of review states. If an event significantly changes the status of a case, it can be routed to another functional area or state.

- **Billing States: Billing States** are used to trigger correspondence using State Assignment without routing the account out of the primary work state. Billing states workflow is useful where DOR does not want to move a case from one primary workflow state to another primary workflow state to generate a letter.

- **Legal Action States: Legal Action States** are used to trigger legal actions using State Assignment without routing the account out of the primary work state. Legal states workflow is used when a case is determined to be eligible for automated legal actions and DOR does not want to move a case from one primary workflow state to another primary workflow state to create a lien or legal action.

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- **Secondary States:** **Secondary States** allow you to maintain control over the case without routing the case out of the primary work state. A secondary state allows a case to be in multiple business processes at the same time and be worked by separate users. Secondary states are manually added and deleted by a user to start a process. At this time there are no secondary states, but some may be used in the future.

2.2 Case Creation

As already stated, a case is an entity created to track, monitor and pursue collections actions against a debtor owing monies to the Commonwealth. A case is created in CACS-G and its characteristics are determined at the time that the information enters CACS-G from one of the host systems.

A key requirement for the implementation of the CACS-G case structure was that although DOR wanted improvements in its case structure, DOR essentially wanted to create cases consistent with the current process and minimize changes to the existing legacy systems. Changes to improve the current case structure were to:

- Expand from one location to two in order to separate the Enterprise Collections, Child Support and Property Tax debts from the Business and Individual Income Tax debts.

- For Business taxes, assessed responsible parties will be separated into their own cases. Currently, an assessed responsible party does not have a separate case from the originating business case.

- For Individual Income Tax, the primary taxpayer is the driving force and subsequent tax year debts are added to the same case. This determination is done in CARS. There can be multiple spouses associated to the primary taxpayer for different tax years and all are kept in one CARS case. In the future in CACS-G, these will be split out and each primary and spouse will have a unique case by itself.

Cases in CACS-G come from various host systems through a nightly batch process.

- **CARS**: Compliance and Receivables System manages billing and accounts receivable for Commonwealth of Kentucky.

  - CRIS: Cross Reference Index System maintains information about businesses registered at DOR. Corporate office information is sent from CRIS. Bills and delinquencies are not sent from this system.

- **KASES**: Federal Child Support application administered by CHFS sends debt that is then managed by DOR.

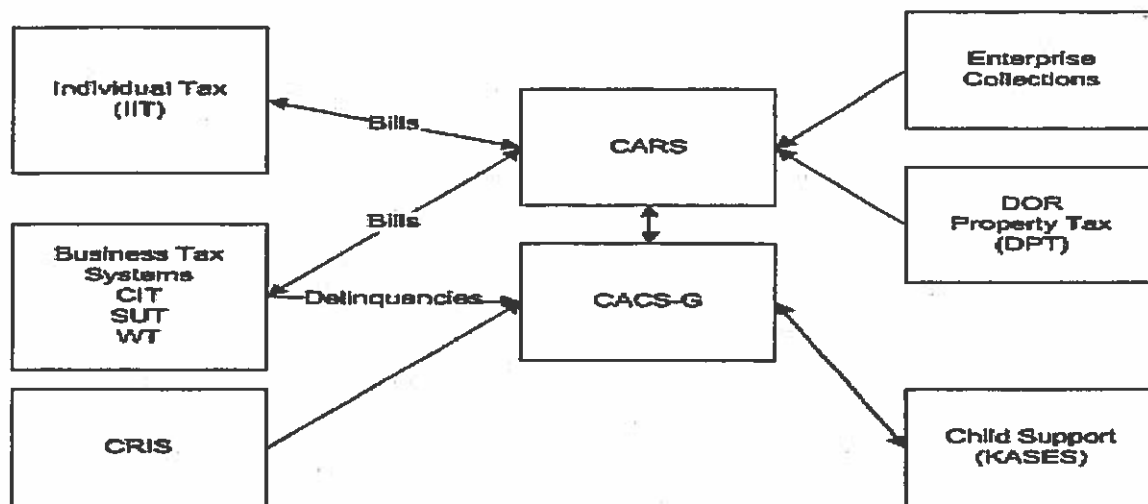- **CIT/LLET, SUT, WT**: Business Tax systems send delinquencies directly to CACS-G.

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Exhibit 1: DOR Host Systems to CACS-G

In what location in CACS-G a case will be created, will be determined by the source tax system and the type of tax. The field, case type (bolded in the following list), is available to provide a further categorization of the case. The list of case types is provided in the Case Type table in Appendices section.

- Tax Location: 300502

    - Individual Tax (IIT)

        - **I**: Single Filed for Individual Income Tax

        - **J**: Married Filing Joint for Individual Income Tax

    - Business Tax (CIT/LLET, SUT, WT)

        - **M**: Suffix ID/Miscellaneous which is used where there are Business tax bills for entities other than registered businesses.

        - **R**: Responsible Party which is used when a person or business has been determined to be responsible for Business tax bills.

        - **B**: Business taxes unless Responsible Party or Miscellaneous.

- Non Tax Location: 300504

    - **E**: Enterprise Collections (12^{+} external agencies)

    - **P**: Property Tax

    - **C**: Child Support (KASES)

2.2.1   Tax Location (300502)

The Tax location, 300502, contains cases with DOR's Tax debts (Business and Individual). People and businesses are characterized using their ownership type. Case creation in the Tax location depends on the ownership type for the person or business.

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In the Tax location, debts for a debtor with the same SSN/FEIN will be associated to one case except in the following conditions:

- Sole proprietor (Must have ownership type of 'A')
- Individual Income Tax
- Responsible Party
- Estate (Must have ownership type of 'O')
- Same business with multiple CRIS IDs.

2.2.1.1   Business Tax

A single business case is created for all business tax types associated with each CRIS ID in the Tax location. The primary debtor (business entity determined by ownership type) will be established and associated with the business case. Businesses can have two types of debts:

- **Bills**: Generated when a business fails to pay money owed.
- **Delinquencies**: Generated as a result of non-filed returns.

Responsible Parties (RP) can also be liable for a business debt. Responsible party is a generic term used to identify individuals or entities liable or potentially liable.   RPs can be liable immediately or require a Notice of Assessment (NOA) and protest period to pass before liable. When a responsible party becomes liable and how a case is created to manage this liability is further discussed in the Responsible Party training model.

Error! Reference source not found. shows a corporation, XYZ, Inc., that has two responsible parties, J. Hale and B. Jones. J. Hale's Notice of Assessment is due and payable for Quarter 4 of 2009 for Withholding and Sales and Use debt. B. Jones has no debts that he is directly responsible for at this point. There are two CACS-G cases represented; one for the corporation and one for J. Hale.
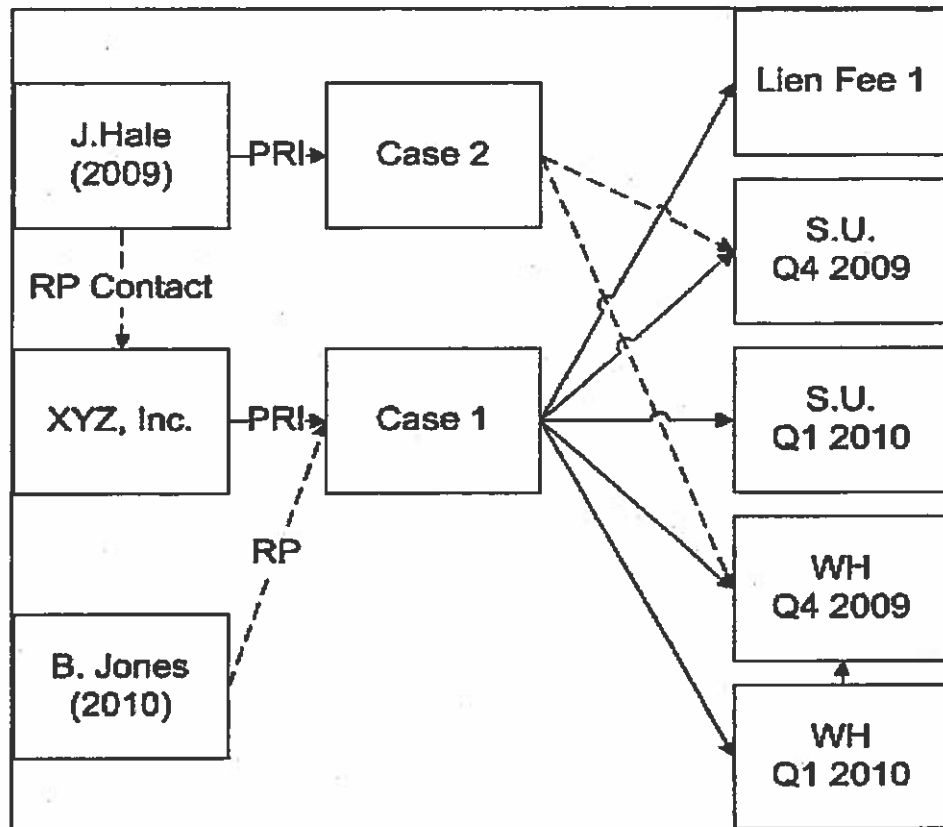
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Exhibit 2: Corporation with Two RPs One RP Assessed

2.2.1.2   Individual Taxes

There are two filing types for Individual Income taxes:

- **Single Filer (S)**: have a primary debtor associated with a case by SSN.

- **Married Filing Jointly (MFJ)**: Two people who file jointly are referred to as the primary debtor and secondary debtor. Separate cases will be created for a MFJ, distinct from a debtor's single file case or from a MFJ case with other spouses. Except for a few conditions (individual is also a sole proprietor or is an estate), only one debtor (taxpayer) record will exist for each SSN in the tax location. This is discussed more in depth in the Demographics training course.

Exhibit 3: Debtor with MFJ, Single Filed, RP and SP depicts where J. Hale is a sole proprietor, has filed jointly with L. Hale in 2010, filed single, and is a responsible party for XYZ, Inc. Note that there will be two debtor records for J Hale, one as a sole proprietor and the other as an individual.
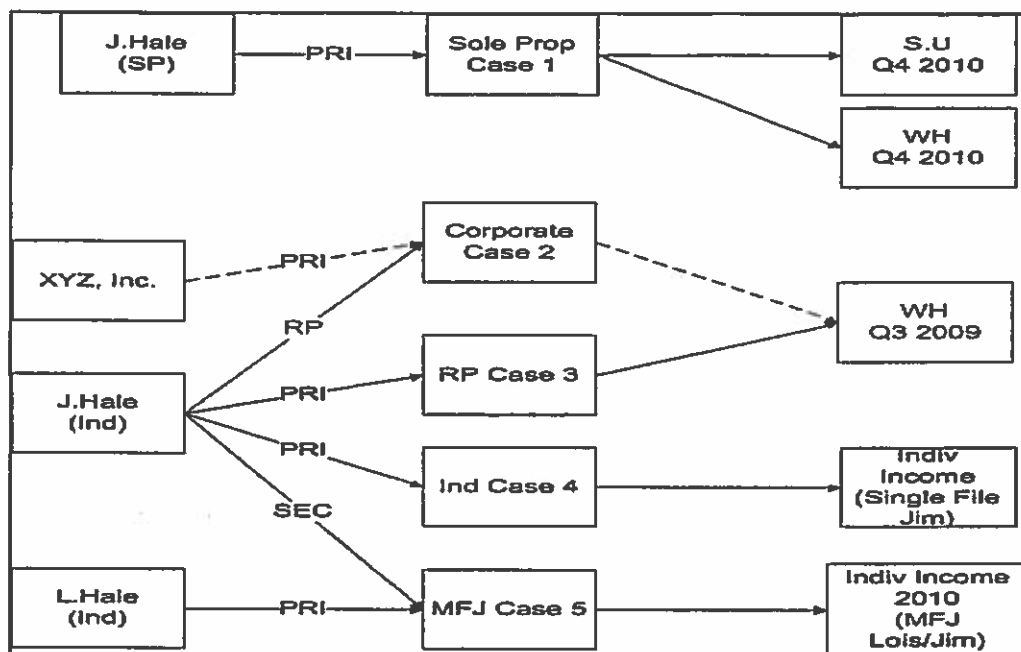
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Exhibit 3: Debtor with MFJ, Single Filed, RP and SP

2.2.2   Non-Tax Location (300504)

The Non-Tax location, 300504, is used for Non-Tax debts (Child Support, Property Tax, and Enterprise Collections) where DOR provides support to the collection process for entities outside of DOR. This location will allow DOR to accommodate the business need to work each group independently. For that reason, each external agency maintains separate cases in CACS-G determined by tax type.

2.2.2.1   Enterprise Collections

In the Commonwealth, DOR is a collection agent for a variety of other state agencies and entities. DOR's Enterprise Collections acts much like an outside collection agency (OCA) for these debts. Debts will come into CACS-G through CARS from the other agencies host accounting systems with each external agency having a unique tax type in CARS. Separate cases will exist for each entity (tax type) and debtor, determined by either a FEIN or SSN but not both. If a new debt comes in for the same debtor and same agency (tax type) of an existing case, it will be combined in that case.

Exhibit 4: Enterprise Collections Debt for Multiple Agencies depicts the case structure for Enterprise Collections where a debtor has one debt for one external agency and two debts for another external agency.
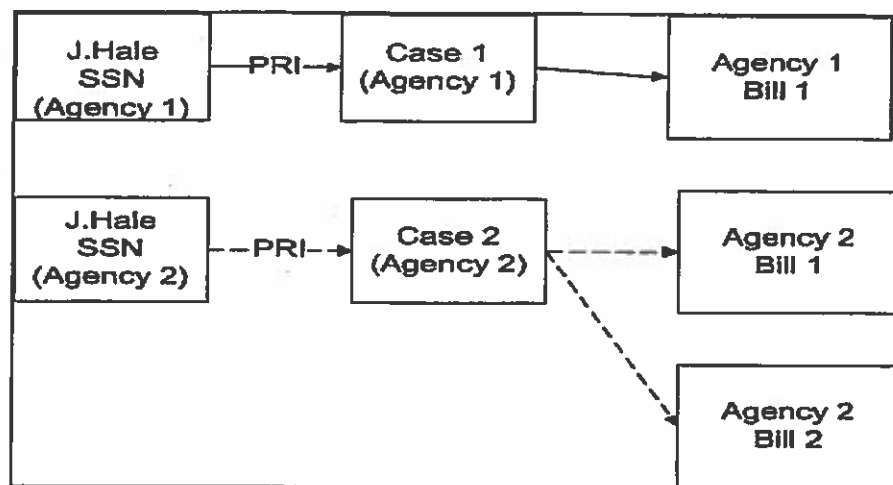
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Exhibit 4: Enterprise Collections Debt for Multiple Agencies

2.2.2.2   Child Support

The Kentucky Division of Child Support, referred to as Child Support, has a host accounting system (KASES) that will provide a nightly update directly into CACS-G. There will be a separate case for each person (Master Participant Index) in KASES.

Exhibit 5: Same Debtor Multiple IV-Ds Exhibit 7 depicts the case structure where a debtor has two debts for Child Support.
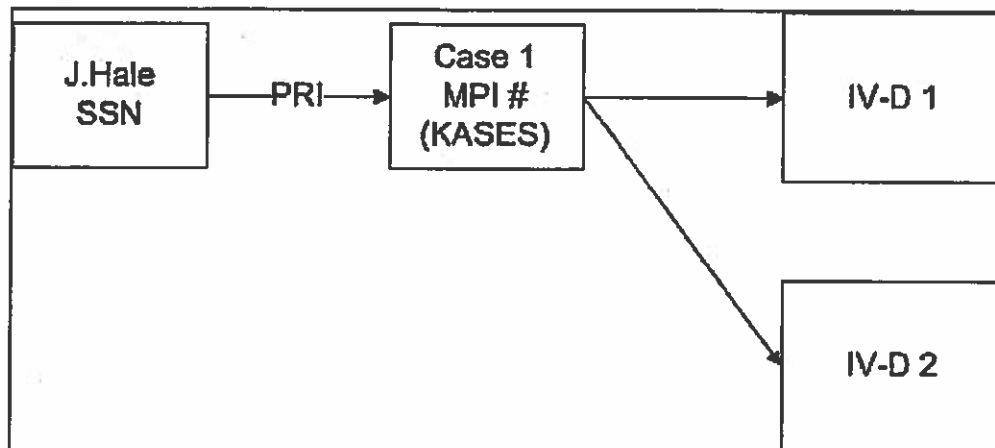

Exhibit 5: Same Debtor Multiple IV-Ds

2.2.2.3   Property Tax

The Property Tax host accounting system is managed by the DOR Property Tax division with data coming in from counties in Kentucky through a Website via CARS. Property Taxes will have only one primary debtor and one secondary debtor, but can have an unlimited number of additional debtors, who will be added manually as contacts. Subsequent debts will be added to an existing case based on the CARS Case ID, and the matching of Primary and Secondary SSNs. As with IIT, a separate Property Tax case will exist for each combination of Primary and Secondary SSNs.

Error! Reference source not found. depicts multiple Property Tax bills with J. Hale as the primary and different secondaries. For 2010, J. Hale had debts for two properties, one on which he was solely responsible, and one for which L. Hale is a secondary. This creates two separate cases. For the 2011 tax year, another bill is received for the property for which J. Hale is solely responsible. This bill joins Case 1. For 2012, a bill is received for J. Hale and B. Hale, which will create Case 3. This bill has two other debtors (not received via interface), who are manually added as contacts for J. Hale.
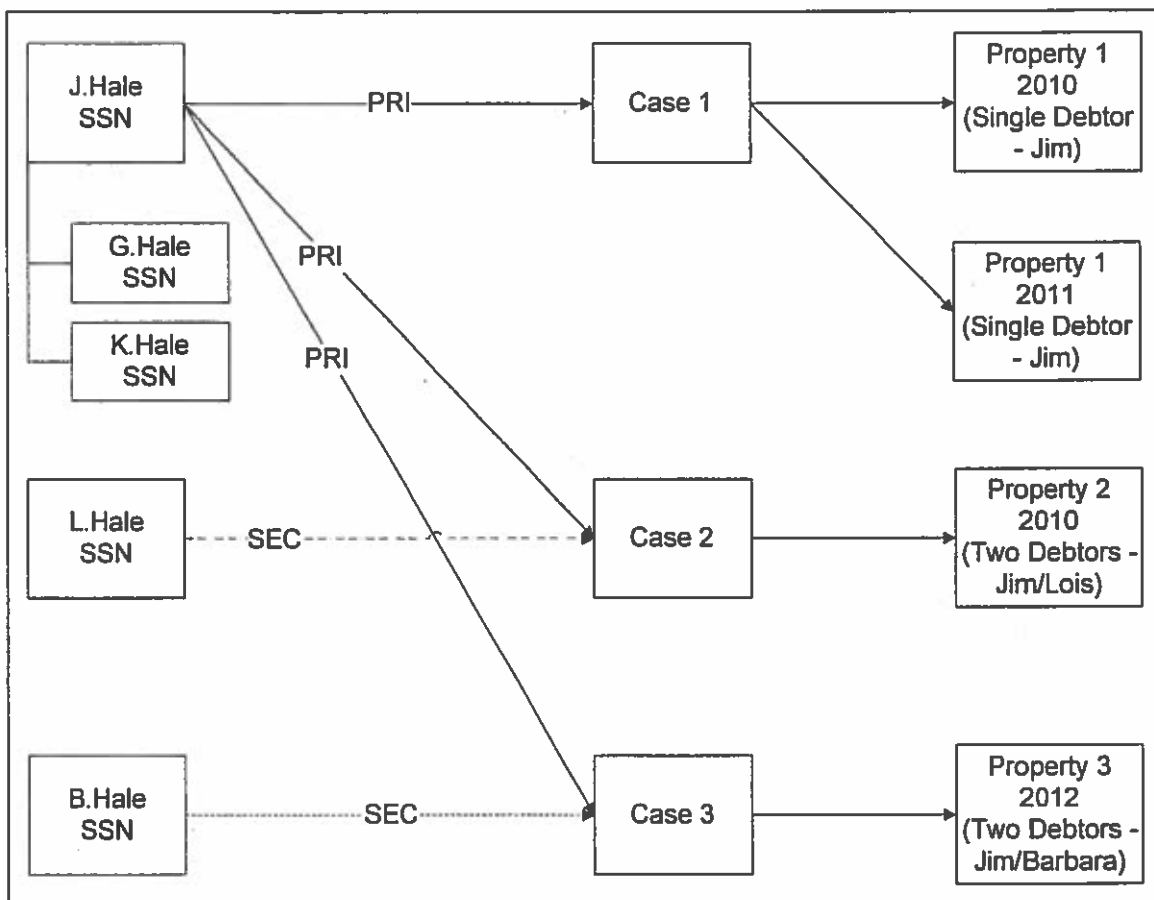
Exhibit 6: Property Tax Debts with Multiple Debtors

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2.3   Case Exit

When a case no longer requires collection activities, it is considered inactive and exits the CACS-G workflow. A case is routed inactive when all the liabilities on a case are resolved (returns filed or delinquencies cleared, and bills voided or paid off) and no open Legal Actions or Secondary States exist. Cases are routed inactive automatically.

The inactive cases are retained in CACS-G and are available in an Inquiry Only mode if you want to view the case history. If an inactive case requires collection activity again, the case is reactivated and re-enters CACS-G, which routes that case to the appropriate State. The history of the case is maintained when it is reactivated. This allows you to enter notes on the case and then you can send it inactive again.

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2.4   Workflow Overview

Workflow in CACS-G is used to move cases through collection activities and allows DOR to manage and enforce the consistent handling of cases.   Defined rules are used to move cases from place to place automatically and can be defined and managed by DOR users.

For example CACS-G recognizes when a debtor becomes deceased or bankrupt and causes the case to automatically route to the appropriate worklist when these conditions occur. There are hundreds of rules that cause cases to route from one place to another based on a triggering event and all these rules are managed by DOR CACS-G administrators.

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3 Accessing and Searching in CACS-G

This section presents the process to login and search within CACS-G.

- Understand the process of logging into and logging out of CACS-G.
- Understand the search functionality.
- Understand the process of opening a case.
- Use the Lookup page.
- Use the various search criteria.
- Interpret search results.
- Use the User Preferences page.

3.1 Accessing CACS-G

The sign-on screen appears when the user selects the Internet Explorer icon and enters the CACS-G link. Each user has a unique user ID and password. Predetermined security allows access only to those areas the user will be required to work in.

The following steps review the process of accessing CACS-G.

Step 1: Select the **CACS-G icon** on the desktop.

The Login page is displayed.

Step 2: Enter **User ID and Password.** Use the same User ID and Password as your network login.

Step 3: Click **Submit**.

The CACS-G desktop opens.

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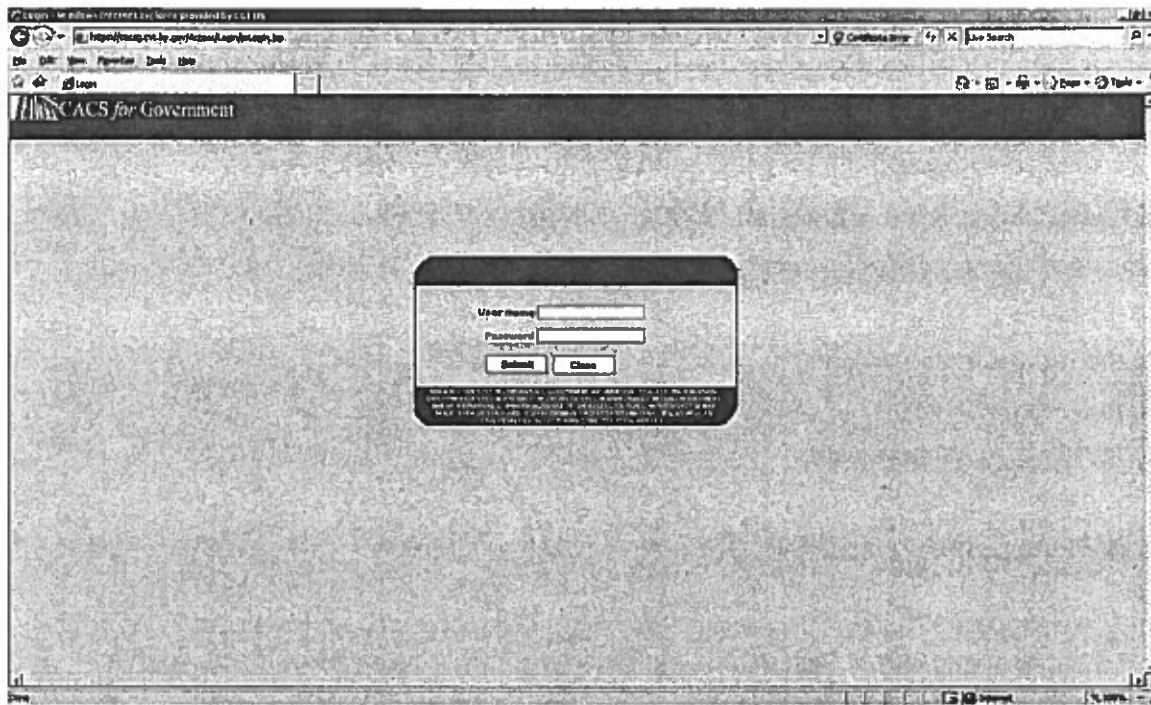Introduction to CACS-G Training Manual
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Exhibit 7: Login Page

After the user successfully logs on, the CACS-G Desktop page automatically opens and will appear in the Microsoft Windows taskbar. It has a link to the CACS-G application labeled **CACS** (CaseMangement). System administrators will have access to other parts of the system through this desktop, but for most users, this will be all they can see.
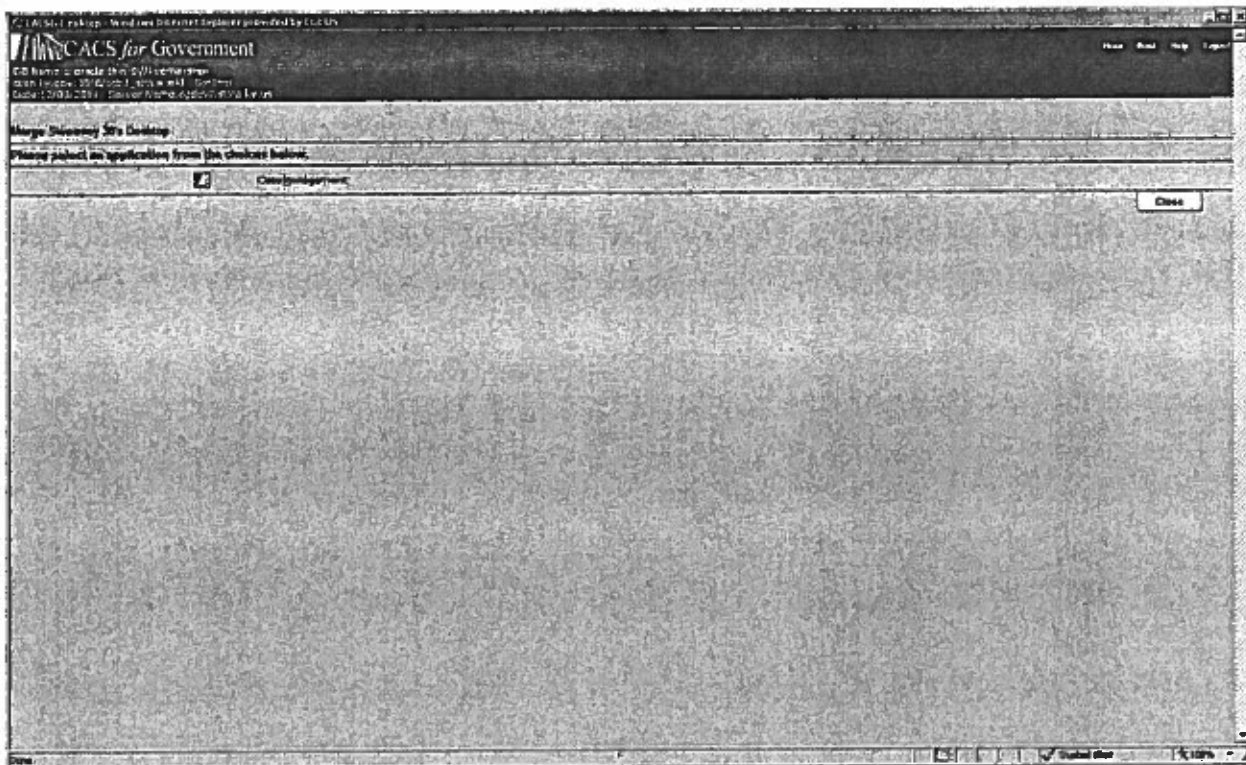
Exhibit 8: CACS Desktop

3.2   Logging Out

While using CACS-G, use Log Out in upper right corner to Log Out to ensure you get any messages about unsaved work rather than closing out or X out of your web browser.

Generally after 30 minutes of inactivity, the system will log you off automatically. If the system logs you off, your unsaved changes may be lost. However, this is a configurable parameter, and you should check with your system administrator for the exact time frame.

Exhibit 9: Logout

3.3   Lookup Page

The **Lookup page** is the default page when CACS-G opens unless this has been changed by User Preferences. The Lookup Case by Social Security Number displays. Other options for lookups include FEIN, Name, and CARS Case Number among others. This is further discussed in "Working Collections Cases".
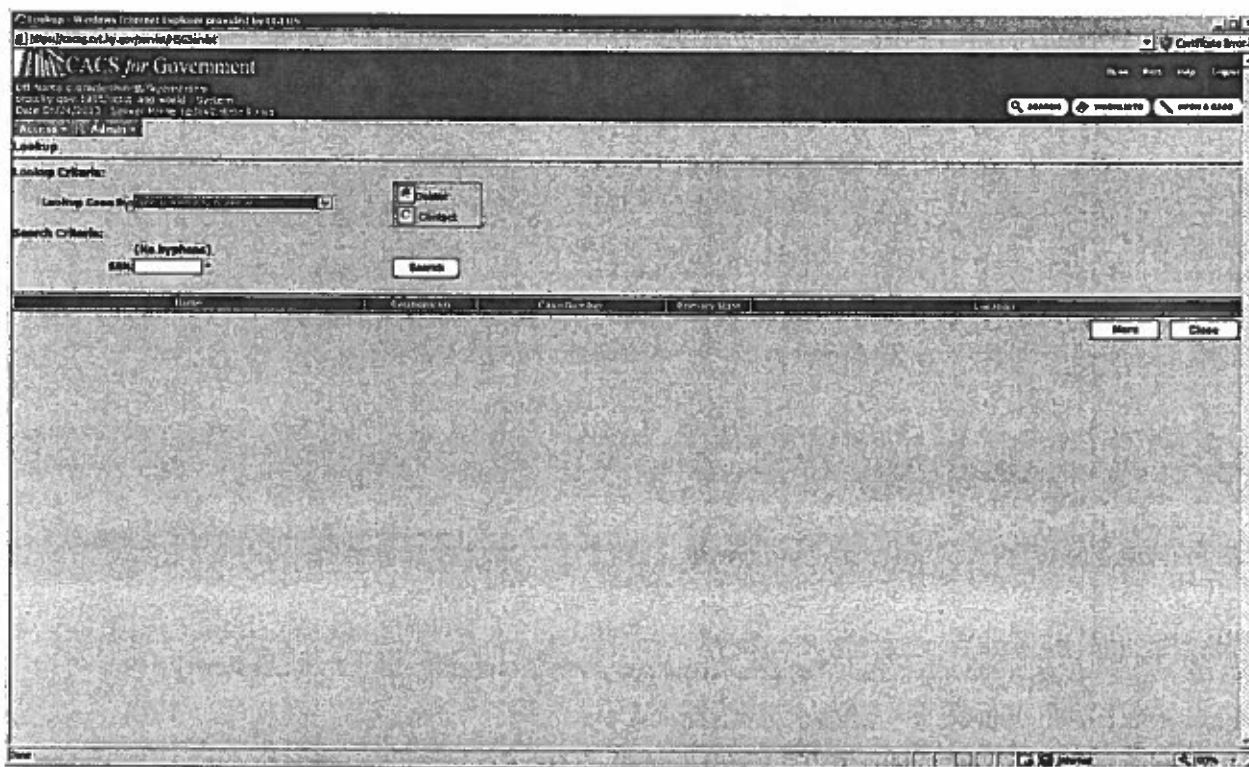

Exhibit 10: Lookup Page

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3.4   Opening Cases

You will use one of two methods to access a case in CACS-G:

- **Lookup**: Lookup a case using search criteria such as a name or SSN.
- **Open a Case**: Access a specific case by case number. This is the most direct way to access a particular case.

3.4.1   Lookup Criteria

The Lookup Case By drop-down list allows the lookup criteria to be selected.

- Social security number is set as the default, which allows a case to be looked up by using the debtor/taxpayer's SSN.

- The buttons in the Lookup Criteria box are used to identify if the search is for a debtor or contact name.

- Contacts can only be searched for by name.

- The Search Criteria pane changes based on what is selected in the Lookup Case By drop-down list. Appropriate fields display, allowing search data to be entered.

To lookup a debtor by name:

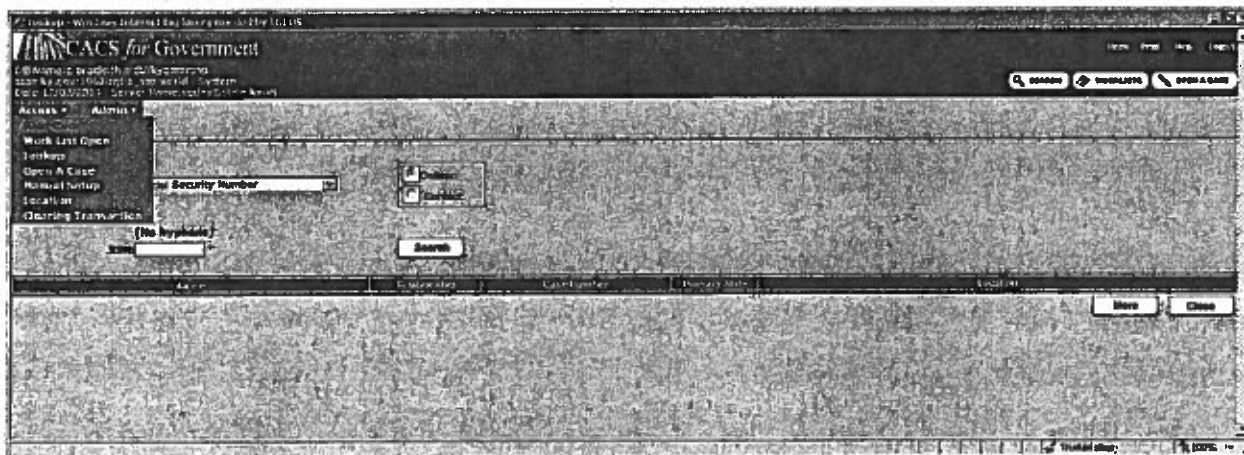**Step 1:** If not already on the Lookup page, select **Lookup** under the Access menu.

Exhibit 11: Look Option on Access Menu

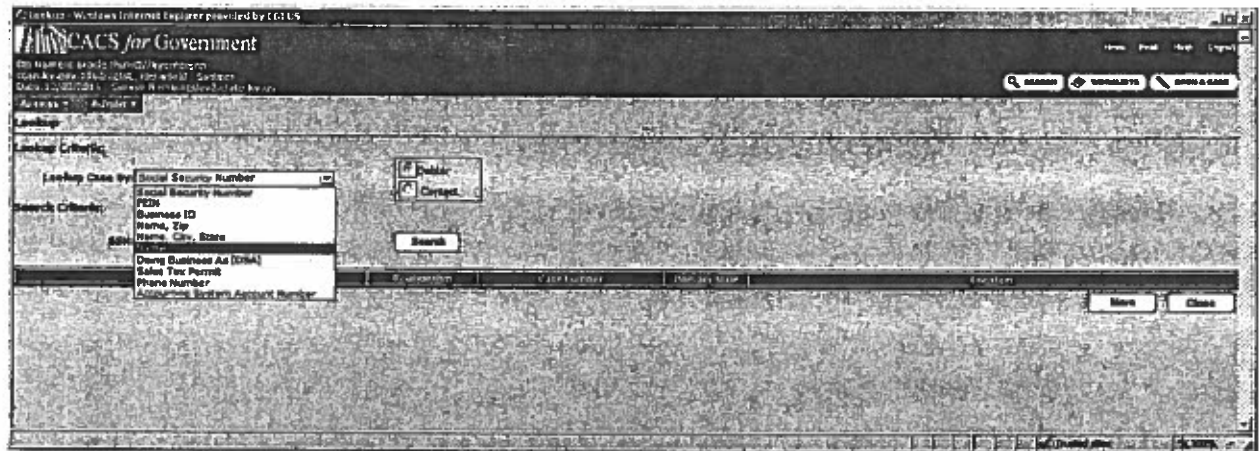**Step 2:** Select **Name** in the Lookup Case By drop down box:

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Exhibit 12: Lookup Case by Options on Lookup Page

Step 3: Enter at least 3 characters of a name and press the **Search** button.

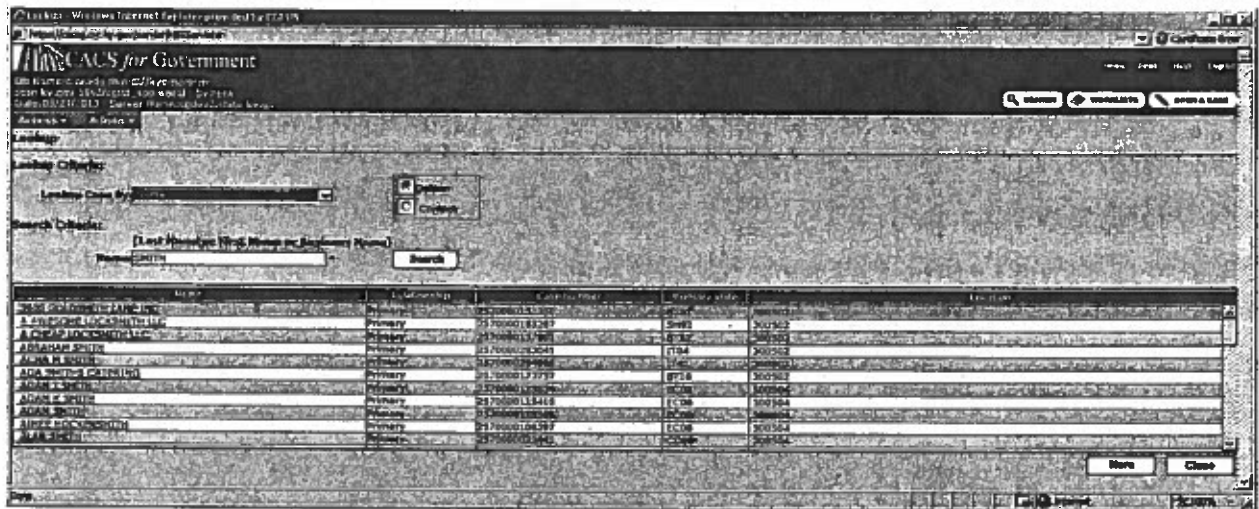A list of all cases that match the search criteria is displayed.

Exhibit 13: Search Criteria Results

Step 5: Choose a case by clicking on the **Name** link.
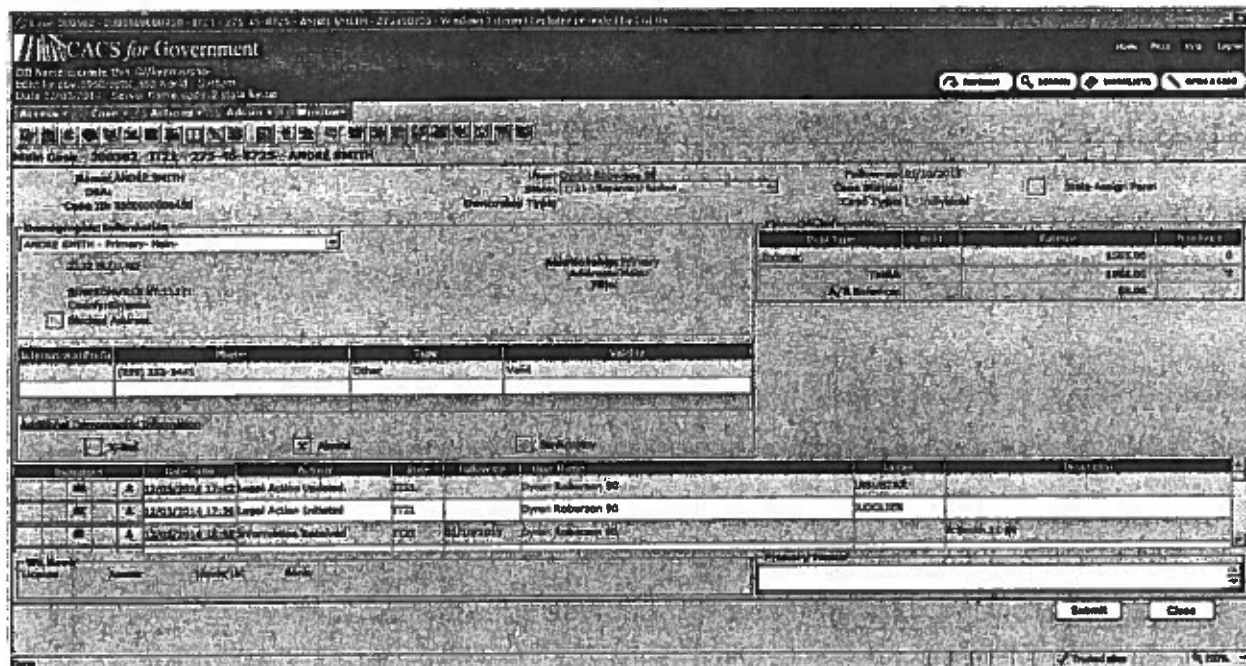
The Main Case page for that case displays

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Exhibit 14: Main Case Page Using Lookup Criteria

3.5 Open a Case from the Open a Case Page

The Open a Case page allows you to quickly access a case if you know the case number and location. The following steps outline accessing a case from the Open a Case page:

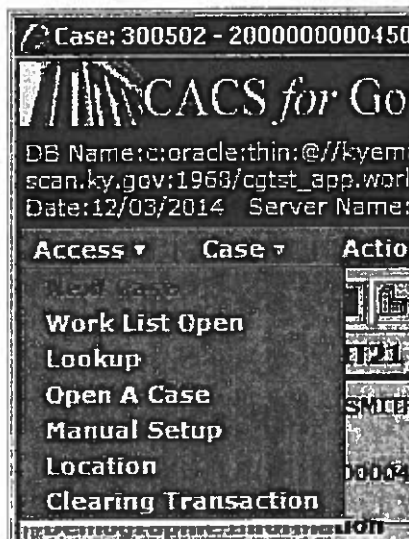**Step 1:** Access the **Open a Page** option from the Access menu.

Exhibit 15: Open a Case Option on Access Menu

Step 2: Or in the upper-right corner, select the button labeled **Open a Case**

Exhibit 16: Open a Case Button

The Open a Case page is displayed and displays the following fields:

- **Location:** Dropdown that denotes whether the case is a tax or non-tax case
- **Case Number:** The CACS-G case number of the desired case
- **Submit:** Button to submit the search request
- **Close:** Button to close the Open a Case page without searching for a case

Exhibit 17: Open a Case Page

Step 3: From the **Location** dropdown, select the appropriate location.

Step 4: Enter the CACS-G case number in the **Case Number** field.

Step 5: Select the **Submit** button.

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Open a Case

Specify Case:

Location: Tax Location - 300502 ▼ *

Case Number: 2000000000450 *

Submit   Close

Submit

Exhibit 18: Specify a Case for Open a Case Option

The Main Case is displayed for that case and defaults to the primary debtor.

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Exhibit 19: Main Case Page

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4   Navigation

This section provides the knowledge and skills to help you effectively use the functions and features of CACS-G. At the end of this section you should be able to:

Understand the basic navigation and features of CACS-G including:

- Title Bar
- Menus
- Cascading Sub Menus
- Standard and Shortcut Buttons
- Panes
- Links
- Radio Buttons, Check Boxes
- Edit Masks
- Required and Protected Fields

4.1   Navigation Introduction

Links, drop-down menus, and the Submit buttons are the primary ways in which to navigate through CACS-G. In addition to these standard navigation techniques, CACS-G has other features to simplify tasks and help perform activities. For example, there are often multiple ways of accessing a particular page, depending on the preference of the user.

Access a case.

Step 1: Search for a case and access the **Main Case** page.

The Main Case page is displayed.

4.2 Title Bar

The Title Bar at the top of the page for the Internet browser will display the location, case number, state, SSN or FEIN, name of the primary taxpayer/debtor and the host accounting system account number for the current case.

Most pages in CACS-G display the page name, the location and current state for the case, the taxpayer's SSN, the taxpayer's Name debtor and the host accounting system account number in the Title Bar. The location is displayed as a number.

Case: 300502 - 2000000000541 - BT21 - 00-0017273 - Business for FIN 17.2 - 000017273 - Windows Internet Explorer provided by CG

CACS for Government

DB Name:c:oracle:thin:@//kyemarsnp-

Exhibit 20: Title Bar

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4.3   Menus

Menus contain options, which allow you to access pages. Menus are displayed under the application title bar and allow an action to be performed, or they allow you to access information by opening the menu and selecting a menu item. Within CACS-G, the available menus and the options within each menu change according to the active page, or the page that currently has focus.

From the **Main Case page**, the following menus are available:

Access: The menu items under the Access menu allow you to access another case (e.g., Open a Case, Lookup, Work list, etc.).

Case: The menu items under the Case menu allow you to access additional information related to the case (e.g., History, Financial Information, Payment Plan, etc.).

Actions: The menu items under the Actions menu allow you access the various action pages.

Admin: The menu items under the Admin menu allow you to access various administration-type pages (e.g., User Preferences, Employer Catalog, etc.).

Window: This menu holds a running list of case pages that you have open. By selecting a page from the Windows menu, you will be taken to that page.

Additional menus within CACS-G are discussed in more detail in the training section to which they pertain. When page-specific menus are available, they are visible between the **Case** and **Actions** menu.

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Exhibit 21: Main Case Menus

4.4 Cascading Sub Menus

When an open menu has a cascading menu, an arrow next to the menu item indicates that there is another sub-menu associated with this menu item.

Click a **menu** to view the sub-menu items

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Exhibit 22: Cascading Sub Menus

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4.4.1   Standard Buttons

CACS-G standard buttons Search, Work lists, and Open a Case appear near the top of every CACS-G page. In addition, Refresh will appear on some pages; these are generally list pages.

Exhibit 23: Standard Buttons

- Clicking Refresh reloads the contents of the page, so that if a new record has been added to the database or information has changed, the contents of the page display the latest information.

- Clicking Search displays the Lookup page.

- Clicking Work lists displays the Work List Status page.

- Clicking Open a Case displays the Open a Case page.

- CACS-G standard buttons Submit and Close appear near the bottom of most CACS-G pages.

- When available, clicking Submit saves any changes made on the page.

- Clicking Close closes the active page without saving any changes that may have been made. If changes are made and the Close button is clicked, a prompt is given asking you if you are sure you want to close the page without saving the changes.

4.4.2   Shortcut Buttons

The icons at the top of the page below the menu bar in CACS-G are used to quickly access frequently used pages. For ease of use, hovering over the button with the cursor displays the name of the button.

	Next Case (only available in Work list mode)		Notes
	History		Promise to File
	State Management		Debtor Cross-Reference
	Financial Information		Review
	Legal Actions View		Correspondence View
	Demographics		Route to State

🗲	Model	🔢	Change Follow-up Date	
■	Payment Plan	🐉	Change Responsible User	
👫	EFT	🐘	Add Secondary State	
📖	Case Information	👣	Office Visit	
✏	Enter History Text	💰	Payment Received	
☎	Outgoing Call	📖	Return Visit	
📣	Incoming Call	📧	Initiate Correspondence	
📄	Letter Received	📋	Initiate Legal Actions	
👣	Office Visit	📑	Request Bill	

Exhibit 24: Shortcut Buttons

4.4.3 Panes

CACS-G pages are divided into panes to logically group relevant information displayed on the page. Panes will generally have a border or box around them. In the example below, the Financial Information pane summarizes the specific debts for the case by debt type.

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Exhibit 25: Financial Information Pane on Main Case Page

4.4.4 Links

A link is a way to access a new page with more detailed information. A link is identified by the underlined text, as well as the change in the mouse pointer to a hand. On the Main Case page, for example, the Additional Demographic Information link can be clicked to access the Debtor page for the selected debtor. The Debt Type link can also be clicked to open the Financial Information page for the case.

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Additional Demographic Information

X-Ref

Exhibit 26: Links

4.4.5   Radio Buttons

Radio buttons allow one choice to be selected from several options. Selecting a new button automatically clears the previously selected button.

Step 1: Click the **Access** menu button.

Step 2: Click **Lookup**. The Lookup page is displayed.

Step 3: Click on the Contact radio button. Notice that the selection has changed to Contact.

Step 4: Click on the Debtor radio button. Notice that the selection has changed back to Debtor.

Exhibit 27: Radio Lookup Buttons

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5   Main Case Page

This section provides a review of the information on the **Main Case** page. At the end of this section, you should be able to:

Understand the basic navigation and features of the Main Case page including:

- Main Case page
  - o   Case ID pane
  - o   Demographic Information pane
  - o   Financial Information pane
  - o   History pane
  - o   We Have pane
  - o   Primary Memo
- Main Case menus
  - o   Access menu
  - o   Case menu
  - o   Actions menu
  - o   Admin menu
  - o   Window menu

5.1   Main Case Page

When accessing a case, the **Main Case** page always opens. It is the main hub for accessing information about a case. Other case pages and action pages can be opened while in a case, but once the **Main Case** page closes; all of the case-related pages close.

The following steps review the **Main Case** page and the information contained in each pane.

Step 1: Search for a case.

The **Main Case page** is displayed.

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Exhibit 28: Main Case Page

5.1.1   Case ID Pane

The following review the Case ID pane on the **Main Case** page.

Exhibit 29: Case ID Pane

The first pane on the **Main Case** page displays:

- **Name**: Primary Debtor's name.

- **DBA**: Doing Business As name for a business.

- **Case ID**: Generated by CACS-G.

- **User**: Name of the responsible user assigned to work the case. This field is blank if a responsible user is not assigned.

- **State**: Primary State where the account is currently assigned. Drop-down list displays the billing, legal and any secondary states to which the case is also assigned.

- **Ownership Type**: Ownership type for a business. See Ownership Type table in the Appendices section for values.

- **Follow-up**: Date the case will next appear on a work list.

- **Case Status**: Current status of the case passed in the interface.

- **Case Type**: Case type. See Case Type table in the Appendices section for values.

- **State Assign Perm**: Currently not used by DOR.

5.1.2   Demographic Information Pane

The Demographic Information pane displays summary demographic name and address information.

Exhibit 30: Demographic Information

If additional information is available on the case, a checkbox indicates the information.

- **X-Ref**: Indicates that the debtor is cross referenced on another case.

- **Assets**: Indicates that asset information exists for the debtor.

- **Bankruptcy**: Indicates that active bankruptcy information exists for the debtor.

Exhibit 31: Additional Demographic Information Link and Check Boxes

5.1.3 Additional Demographic Information

Click the **Additional Demographic Information** link to display more demographic information for the entity selected in the dropdown. The **Debtor** or **Contact** page opens depending on the type of demographic selected.

Exhibit 32: Additional Demographic Information

5.1.4 Financial Information Pane

The Financial Information pane displays a summary of the financial information for the case. Working Collection Cases: Financials provides more details about the Financial Information pages.

When a user accesses the Main Case page for a case, except for Child Support cases, CACS-G will first call DOR's CARS P&I module to obtain the most up-to-date information for projected interest, fees and penalties. CARS will return information as of 15 days from today's date, and displayed it in the Financial Information pane. For Child Support cases or is a liability is not in CARS the financial information reflects the information as of the last transaction into CACS-G for this case. A red information message will appear if a liability was not found in CARS. This part of the process is

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referred to as "Case Roll-Up" and "Calculation of P&I" and will be discussed in more detail in the Financials training.

- **Debt Type:** is a link that will take the user to a display of the type of liabilities existing on the case, for example, individual income tax debts.

- **Hold:** displays an **H** if a hold exists on any liability associated with the case. If none of the liabilities associated with the case are on hold, the column remains blank.

- **Balance:** displays the total outstanding balance of the liabilities by Debt Type on the case. It does not include non-filed debt or liabilities that are on hold or closed.

- **Non-Filed:** displays the number of non-filed debts. It does not include on hold or closed debts.

- **Total:** displays the total of the by Debt Type Balance and Non-Filed columns.

- **A/R Balance:** displays at the bottom of the **Financial Information pane**. A/R Balance is currently not being used by DOR.

Exhibit 33: Financial Information Pane

5.1.5 History Pane

The following review the **History** pane on the **Main Case** page.

Step 1: Return to the Main Case page.

The most recent history transactions are listed in the history pane.

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Exhibit 34: History Pane

The information contained on the **Main Case page** for history includes:

- **Indicators**: Four possible icons that pictorially describe a particular action taken as part of another action.

- **Date Time**: Date and time the action was recorded.

- **Activity**: Type of action recorded.

- **State**: Primary state the account was in at the end of the action.

- **Follow-Up**: New follow-up date, if the date was changed as part of the action.

- **User Name**: Name of the user that performed the action.

- **Letter**: Code for CACS-G generated correspondence.

- **Descriptor**: Any information entered in the descriptor field on the action page.

5.1.6   We Have Pane

The **We Have** pane displays flags that indicate types of additional information CACS-G has for this case. These indicate what is current on the account, and does not denote past history. For example, if a debtor had filed for bankruptcy in the past but has since been resolved and closed, the Bankruptcy We Have flag will not display.

Exhibit 35: We Have Pane

5.1.6.1   We Have Flags

The following We Have flags are present in the **We Have** pane on the **Main Case page** when the population criterion is met for the account. The We Have flags are removed when the removal criterion is met for the account.

We Have	Criteria for Population	Criteria for Removal
Assets	Asset record present associated with any debtor on the case	Asset record no longer present on any debtor associated with the case. Note that marking an asset invalid will not cause this flag to disappear.
AWL	Open Administrative Wage Levy present on the case	Open Administrative Wage Levy no longer present on the case
Bank	Bank Asset present for any debtor on the case	Bank Asset no longer present on the case. Note that marking the asset invalid will not remove the flag
Bank Levy	Open Bank Levy present on the case	Open Bank Levy no longer present on the case

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We Have	Criteria for Population	Criteria for Removal
Corr Review	There is a piece of correspondence pending review on the case	All correspondence has been reviewed and there is no additional correspondence to be reviewed
Credit Card	An active credit card arrangement is in progress on the case for a pay plan	The credit card arrangement is no longer active or the pay plan no longer exists
EFT	Active EFT in progress on the case	An active EFT no longer exists on the case
Hold	Liability on hold for the case	Liability no longer on hold for the case
IIA	A debtor set up Internet pay plan is present on the case. This flag will show as long as the payment plan is active and the collector who setup the promise is INTERNET (indicating IIA setup)	A debtor set up Internet pay plan is no longer present on the case as it might be complete/ broken etc.
In Lic Sanc	Case has an L status code and no open License Sanction legal action	L status code has been removed from the case
License	License Asset present for any debtor on the case	License Asset no longer present on any Debtor on the case
Lien	Lien exists for the case	Lien is removed for the case
Lien	An open lien legal action exists on the case	The lien legal action has been released or closed
Liquor Lic	A license asset with a type of liquor license is present for any debtor on the on the case	A liquor license is no longer present on the case
Notes	Notes are present on the case	Notes are no longer present on the case
Pay Plan	A collector set up pay plan is present on the case. As long as the payment plan is active and the collector who setup the promise is **not** INTERNET (indicating IIA setup)	A collector set up pay plan is no longer present on the account as it might be complete/ broken etc.

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We Have	Criteria for Population	Criteria for Removal
Plate Block (Vehicle License Block)	Vehicle License Blocked on the case	Vehicle License is no longer blocked on the case
Prom File	Promise to file set up on the case	Promise to file no longer set up on the case
Prom Review	Promise to File / Pay Plan Pending Review on the case	Promise to File / Pay Plan has been reviewed
RP	Responsible Party(RP) debtor exists on the case	RP debtor no longer exists on the case
Secondary	A secondary state exists on the case	A secondary state no longer exists on the case
X-Ref	Debtor is associated to another case in the same location	Debtor is no longer associated to another case in the same location

5.1.7   Primary Memo

The Primary Memo pane allows free-form text to be entered regarding the account. When clicking Submit, CACS-G saves the information, displays the name of the user that last updated the Primary Memo pane, and the date it was updated. Information in the Primary Memo pane can be modified, appended, or deleted. Only the last user who updated the memo will be indicated.

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Exhibit 36: Primary Memo

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5.1.8 Viewing Inactive Cases

CACS-G retains information for inactive cases for a specified period of time, as determined by DOR.

The inactive case is available in an Inquiry Only mode if you want to view the case history. If an inactive case requires collection activity again, the case is reactivated and re-enters CACS-G, which routes that case to the appropriate State. The history of the case is maintained when it is reactivated. This allows you to enter notes on the case and then it will be sent inactive again.

Step 1: Open an inactive case.

The **Main Case page** is displayed with a dialog box stating that the inactive case will be opened in Forced Inquiry mode.

Exhibit 37: Main Case Page for Inactive Case

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5.2   Main Case Page Menus

The Main Case menus allow navigation to pages where more detailed information is found or where actions are performed.

To view any menu on the Main Case page, complete the following step:

Step 1: Point the mouse pointer to the menu item on the Main Case page menu bar. Notice the available options/actions available on all the menus for the Main Case page.

Exhibit 38: Main Case Page Menus

5.3   Access Menu

The Access menu items provide ways to access a case. Several of the functions are duplicated by the buttons at the top of the page (Search, Work lists, Open a Case).

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Exhibit 39: Access Menu

Next Case: Allows access to the next available case in a work list. Only displayed when the case is opened in Work List or Work List Browse mode. Only Collections users and Field Division users will have access to worklists.

Work List Open: Presents the Work List Status page to select the work lists based on the Functional Area. Only Collections users and Field Division users will have access to worklists.

Lookup: Opens the Lookup page which allows you to lookup a case by one of several search criteria such as Debtor's name.

Open a Case: Presents the Open a Case page which allows a specific account to be opened if the location and case number are known.

Manual Setup: Opens the Manual Case Setup page, allowing a request to the CARS host system to "send" a case to CACS-G. This is only used by the Division of Collections and Field Division

Location: Opens the Change Location page to temporarily change the default location, if the user has sufficient authority to access other locations. The default location determines which location is selected as default when the Open a Case page is displayed. The original location is established in the user profile.

Clearing Transaction: Opens the Clearing Transaction page, allowing the user to make a request in CACS-G to send to the DOR host tax system to "clear" a delinquency. **This is designed for DOR users outside of the Division of Collections.**

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5.4   Financial Actions from the Access Menu

On the Access menu there is an action that acts on Financials. The Access menu is available on most pages in CACS-G.

- **Clearing Transaction** –Opens the Clearing Transaction page, allowing the user to make a request in CACS-G to send to the DOR host tax system to "clear" a delinquency.
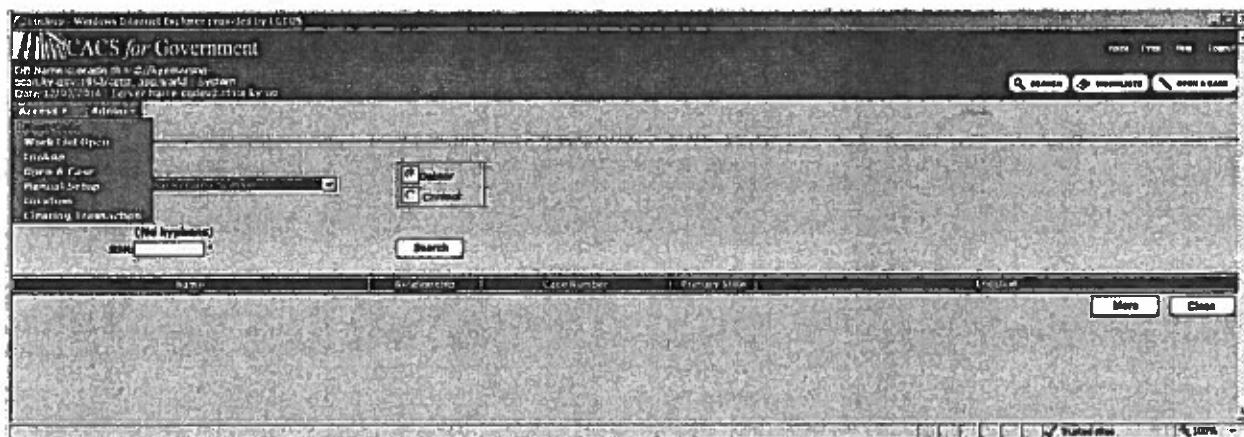

Exhibit 40: Access Menu

5.4.1   Clearing Transaction

The Clearing Transaction action provides a mechanism for the user to send a transaction to the legacy host tax system (SUT, WT, CIT) to clear an outstanding delinquency. This action is used when the delinquency is **not** in CACS-G. If the delinquency is in CACS-G, the clearing transaction action that is part of the List of Financials page should be used instead.

Only one delinquency can cleared per Clearing Transaction page. A transaction to the legacy host tax system will then be in this night's batch cycle.

Exercise: **Step 1**: Select the Clearing Transaction action from the Access menu. The **Clearing Transaction** page is displayed.

Step 2: Enter the legacy Account ID, Debt Type and Period End Date for the delinquency to be cleared. Legacy information for delinquency has been entered.

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Step 3: Press the **Submit** button. A saved message appears and the fields have been cleared. The page is now ready for the next delinquency to be entered.

Exhibit 41: Clearing Transaction Page

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5.5 Case Menu

The **Case** menu items are only available once a case is open and contain the following menu items:

- **History** is the list of activities that have occurred on the case
- **State Management** will not be used by users outside of the Collections and Field
- **Financial Information** is the list of bills and delinquencies
- **Demographics** is the taxpayer information
- **Model** is currently not used at DOR.
- **Payment Plan and Promise to File** show pending payment plans and promises to file
- **Case Information** is additional detail about the case
- **Notes** is a place to make a non permanent note
- **Debtor Cross-Reference** lists other cases in the same location that are associated to the displayed debtor
- **EFT** shows active EFT information related to an active payment plan
- **List of NOAs** is the list of officer/LLC member assessments issued in that case
- **Tax System History** is a list of transactions used by CACS-G to calculate JA (estimated) amounts.
- **Reactivate** is how to reactivate an inactive case for further work.
- **Case Print** is currently not used at DOR.

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Exhibit 42: Case Menu

5.6 Actions Menu

The **Actions** menu provides pages for working cases. Actions are recorded by the system automatically on the **Main Case** page and in the **List of History** page, indicating the user performing the action and the date and time the action was performed. In some instances, an action page is triggered from other menu items.

When performing an action in CACS-G, you can manually route the case, change the responsible user, or change the follow-up date on the case through the **History** tab. If you manually route the account during the day, the account will be picked up by the State Assignment batch process at night, and may be automatically routed based on the system parameter rules.

At least one of the actions in the **Actions** menu is required to be performed when working a case in Work List mode before moving to the next case or closing out of the Work List.

5.6.1.1 Selecting Actions

To select an action to perform on a case, open the **Actions** menu and select an action, or point to a cascading menu option and select an action from the cascading menu. The selected action page opens.

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Exhibit 43: Selecting Actions

5.6.1.2   Actions Sub-menus

The Actions menu is broken down into various sub-menus. Each sub-menu then contains a list of actions that can be performed.

The Case Control menu item contains the following sub-menu items:

Menu Item	Description
Route To State	Opens the Route To State page, which allows you to route the case to another state.
Change Follow-Up Date	Opens the Change Follow-Up Date page, which allows you to manually change the follow-up date for a case. The maximum follow-up date is typically 30 days.
Change Responsible User	Opens the Change Responsible User page, which allows you to manually change the responsible user for the primary state of a case. The responsible user receives credit when payments or filed returns not associated with a promise are received.
Add Secondary State	Opens the Add Secondary State page, which allows you to add another secondary state (up to five states). If five secondary states already exist,

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Menu Item	Description
	you must delete a state before adding another state.
Delete Secondary State	Opens the Delete Secondary State page, which allows you to delete a secondary state.
Change Billing State	Opens the Change Billing State page, which allows you to route the case to another billing state. *This is not being used at this time.*
Enter History Text	Opens the Enter History Text page, which allows you to enter free-form text associated with a particular CCH (coded collection history) line. Once entered, this text becomes a permanent record in the case history and cannot be updated or removed.
Collector Review	Opens the Collector Review page, which allows you to enter information about the case detected in your review.
Review Promises	Only enabled for supervisors. Opens the Review Promises page, which allows supervisors to review a payment plan or promises to file associated with the case.
Route For Review	Opens the Route For Review page, which allows you to manually route a case to be reviewed by a supervisor.
Time Schedule	Opens the Time Schedule page, which allows you to manually schedule a time during the day when a case will appear on a specific work list. Only available while in work list mode.
Review Miscellaneous	Opens the Review Miscellaneous page, which allows users with supervisor level authority to perform case review.
Change Case Status	*Currently not used at DOR* Opens the Change Case Status page, which allows you to manually change the case status initially set by CACS-G.
Change Complexity Code	*Currently not used at DOR.* Opens the Change Complexity Code page, which allows you to manually change the complexity code initially set by CACS-G.

The **Debtor Contact** menu item contains the following sub-menu items:

Menu Item	Description
Outgoing Call	Opens the Outgoing Call page, which allows you to record the activity produced from the outgoing call related to a case. You can take a payment plan or promise to file as part of this action.

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Menu Item	Description
Incoming Call	Opens the Incoming Call page, which allows you to record the activity produced from an incoming call related to a case. You can take a payment plan or promise to file as part of this action.
Letter Received	Opens the Letter Received page, which allows you to record the activity produced when a letter is received that is related to a case. You can take a payment plan or promise to file as part of this action.
Field Visit	Opens the Field Visit page, which allows you to record the activity produced when the user visits a location relevant to a case. You can take a payment plan or promise to file as part of this action.
Office Visit	Opens the Office Visit page, which allows you to record the activity produced when a person who has relevant information about a case physically visits the office to discuss the account. You can take a payment plan or promise to file as part of this action.
Non-CACS for Government Letter	Opens the Non-CACS for Government Letter page, which allows you to record when a non-CACS for Government letter is sent.

The **Information Received** menu item contains the following sub-menu items:

Menu Item	Description
Payment	Opens the Payment Received page, which allows you to manually record the amount paid and the fact that a payment has been received. This action does not affect the balance of the case or any outstanding promises.
Return	Opens the Manual Return Filed page, which allows you to record when a Debtor has submitted a return. This action does not affect the outstanding period(s) for the case or any outstanding promise to file.
Information	Opens the Information Received page, which allows you to manually acknowledge the receipt of information pertaining to a particular case.
Credit Report	Opens the Receipt of Credit Report page, which allows you to manually acknowledge the receipt of a credit bureau report for the case.

The **Information Request** menu item contains the following sub-menu items:

Menu Item	Description
Request Information	Opens the Request Information page, which allows you to request

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additional information pertaining to a particular account.

Credit Report   Opens the Request Credit Report page, which allows you to manually request a credit bureau report for the primary debtor on a particular account.

The **OCA Control** menu item contains the following sub-menu items that will be available only to users with a level of 90-System Administrator: *This is not being used at this time.*

Menu Item	Description
Refer To OCA	Opens the Refer To OCA page, which allows you to manually route a case to an outside collection agency (OCA).
Request OCA Recall	Opens the Request OCA Recall page, which allows you to request the recall of a case from an outside collection agency (OCA).
Confirm OCA Return	Opens the Confirm OCA Return page, which allows you to manually confirm that a case has been returned from an outside collection agency (OCA).

The **Case Financial Adjustment** menu item contains the following sub-menu items: *This is not being used at this time.*

Menu Item	Description
Change Debt Status	*Currently not used at DOR* Opens the Debt Status Change page, which allows you to request change of status for a particular debt.
Change Debt Amount	*Currently not used at DOR* Opens the Debt Amount Change page, which allows you to request a reduction in amount for a particular debt.
Remove Debt Amount	*Currently not used at DOR* Opens the Remove Debt page, which allows you to request the removal of a particular debt.

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When you receive information related to a particular case, you will have the ability to record this information and using the Information Received functionality in CACS-G. Information that can be recorded includes:

- a payment,

- a return,

- a credit report,

- and general information.

Exhibit 44: Information Received Action Menu

5.6.2   Information Received for a Payment

To record information received for a payment:

Step 1: Access the **Main Case** page for the case in which you have received a payment.

Step 2: From the **Actions** drop down, select **Information Received> Payment.**

Exhibit 45: Accessing the Actions Payment Received Page

The **Actions Payment Received** page is displayed. The following fields are displayed on this page:

- **Descriptor**- Field to enter a short description of the action which is used for display purposes in CACS-G.

- **Amount Received**- The amount of the payment received.

Exhibit 46: Payment Received

There is also a **History** tab on this page which contains the following fields:

- **Route to State**- Desired state of the case after recording the payment.

- **Responsible User**- User who is responsible for recording this information and any actions related to it.

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- **Follow-Up Date**- The date to follow-up on the case.
- **History Text**- Field to record any additional comments related to the payment.
- **Submit**- Button to submit all recorded information on this page.
- **Close**- Button to close the **Actions Payment Received** page.

Exhibit 47: History Tab

Step 3 (Optional): Enter a description in the **Descriptor** field.

Step 4: Enter the amount of the payment received in the **Payment Received** field.

Step 5: Select the desired primary state, if it is not already displayed in the **Route to State** drop down.

Step 6: Select yourself as the responsible user if you have changed the primary state or if the case is in a review state; if not, this option will not be available.

Step 7 (Optional): Enter a follow-up date in the **Follow-Up Date** field.

Step 8 (Optional): Enter any additional comments in the **History Text** field.

Step 9: Select the **Submit** button.

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Exhibit 48: Submitting Information Received for a Payment

The information has been recorded and is reflected in the case history.

5.6.3   Information Received for a Return

To record information received for a return:

Step 1: Access the **Main Case** page for the case in which you have received the return.

Step 2: From the **Actions** drop down, select **Information Received> Return.**

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Exhibit 49: Accessing the Actions Return Received Page

The **Actions Return Received** page is displayed. The following fields are displayed on this page:

- **Type-** The type of return received.

- **Period-** The tax period of the return.

- **Descriptor-** Field to enter a short description of the action which is used for display purposes in CACS-G.

- **Amount Received-** The amount of the payment received.

Exhibit 50: Return Received

There is also a **History** tab on this page which contains the following fields:

- **Route to State-** Desired state of the case after recording the return.

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- **Responsible User**- User who is responsible for recording this information and any actions related to it.

- **Follow-Up Date**- The date to follow-up on the case.

- **History Text**- Field to record any additional comments related to the return.

- **Submit**- Button to submit all recorded information on this page.

- **Close**- Button to close the **Actions Return Received** page.

Exhibit 51: History Tab

Step 3: Select the type of return from the **Type** dropdown.

Step 4: Enter the period of the return filed in the **Period** field.

Step 5 (Optional): Enter a description in the **Descriptor** field.

Step 6 (Optional): If a payment is also received, enter the amount of it in the **Payment Received** field.

Step 7 (Optional): Select the desired primary state, if it is not already displayed in the **Route to State** drop down

Step 8: Select yourself as the responsible user if you have changed the primary state or if the case is in a review state; if not, this option will not be available

Step 9 (Optional): Enter a follow-up date in the **Follow-Up Date** field

Step 10 (Optional): Enter any additional comments in the **History Text** field

Step 11: Select the **Submit** button

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Exhibit 52: Submitting Information Received for a Return

The information has been recorded and is reflected in the case history.

5.6.4 Information Received for General Information

The following steps outline how to record general information that is received:

Step 1: Access the **Main Case** page for the case in which you have received the return

Step 2: From the **Actions** drop down, select **Information Received> Information**

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Exhibit 53: Accessing Actions Information Received Page

The **Actions Credit Report Received** page is displayed. The following fields are displayed on this page:

- **Descriptor-** Field to enter a short description of the action which is used for display purposes in CACS-G.

Exhibit 54: Information Received

There is also a **History** tab on this page which contains the following fields:

- **Route to State-** Desired state of the case after recording the general information

- **Responsible User-** User who is responsible for recording this information and any actions related to it

- **Follow-Up Date-** The date to follow-up on the case

- **History Text**- Field to record any additional comments

- **Submit**- Button to submit all recorded information on this page

- **Close**- Button to close the **Actions Information Received** page

History
Route to State: IT21 - Supervisor Review
Responsible User:
Follow-Up Date: 12/04/2014
History Text:

Submit | Close

Exhibit 55: History Tab

Step 3 (Optional): Enter a description in the **Descriptor** field

Step 4 (Optional): Select the desired primary state, if it is not already displayed in the **Route to State** drop down

Step 5: Select yourself as the responsible user if you have changed the primary state or if the case is in a review state; if not, this option will not be available

Step 6 (Optional): Enter a follow-up date in the **Follow-Up Date** field

Step 7 (Optional): Enter any additional comments in the **History Text** field

Step 8: Select the **Submit** button

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Exhibit 56: Submitting general Information Received

The information has been recorded and is reflected in the case history.

5.7   Window Menu

The **Window** menu lists all pages that are active and open for this case. Go to any open page by selecting it from the **Window** drop-down menu. This can be especially helpful when more than one case is open at a time. When you close the Main Case page all the open and active pages for the case are closed.

Exhibit 57: Window Menu

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General Case Information Pages

There are various pages available to you as you work a case in CACS-G that are not associated to a particular process or collection action. They are:

- **List of History**: It contains a complete record of all the collection actions taken on the account, either by a user or by the system.

- **History Detail**: This is the page where you can see information related to a specific history entry.

- **State Management**: This is the page where you can view all of the States for a case and perform any state management actions on a non-Primary state. For example, you can change the follow-up date on a secondary state from this page. This page may be useful for agents and examiners who are using secondary states in revocation and responsible party processes.

- **Case Information**: This page displays the window scripts setup for you to view information together that is not available on another page.

- **Case Notes**: This page contains free-format notes entered by the various users that have worked the account.

5.8   List of History Page

History is captured for all actions that were taken on a case and can be viewed on the List of History page. These actions include both user activities (recording an incoming call) and system activities (reassigning a case to another state). Information captured includes Action Taken, User ID, Date and Time. This history is intended to provide a full audit trail of the processing steps performed on a given account.

Important! Because this List of History acts as an archive for all interactions, the history information cannot be changed once it is entered.

A useful feature with the List of History is the sort functionality. The User dropdown allows you to sort by the username of the person that performed the history activity. The Activity dropdown allows you to sort by the activity that was performed. For example, you can sort by payment to quickly find the last payment that was posted to the account, and to which debt it was applied.

Some actions available for the case have expanded history text. System-generated history text always precedes user-entered text. To access the List of History page:

Step 1: Select **History** from the **Case** menu. The **List of History** page is displayed.

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Exhibit 58: List of History Page

The **List of History** page has two filters at the top of the page that allow you to narrow the information displayed in the list.

- **User:** The User list box contains the names of all users who have taken action(s) on this case plus the special option [All]. Both User and Activity search criteria can be used as a filter to show only a specific type of activity that was performed by a specific user.
- **Activity:** The Activity list box contains certain activity filters plus the special option [All]. If an activity (for example, Letter Sent) is selected and Search is clicked, only activities of this type are displayed in the list. The default selection is [All].
- **Search** button: To initiate the filter, click **Search**. The subsequent Collection History list displays in reverse chronological order by activity date based on the items selected in the User and Activity drop-down lists.

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Exhibit 59: List of History Filters

5.8.1   Fields in List of History Pane

On the List of History page the fields in the List of History pane are the following:

- **Select:** Click the radio button to select an activity.
- **Indicators:** Icons that pictorially describe a particular type of action.
  - $: Indicates a payment plan was taken as part of the action.
  - ☐: Indicates a promise to file was taken as part of the action.
  - ☐: Indicates history text was entered as part of the action.
  - ᴧ: Indicates the responsible user was changed as part of the action.
- **Date Time:** Protected. Shows the date when the action took place. Automatically formatted: MM/DD/YYYY HH: MI AM/PM.
- **Activity:** Protected. The collection action recorded on the case.
- **State:** Protected. Shows the case's state when the action is completed.
- **Date:** Protected. Shows the follow-up date captured with the collection action, if changed.
- **User Name:** Protected. Shows the user who performed the activity.
- **Letter:** Protected. Shows the identifier of the letter initiated through CACS-G correspondence.
- **Descriptor:** Displays up to 15 characters entered when the activity was recorded by the user or the excuse code when an automated transaction was passed from the host system.

- **Party/Outcome**: Protected. Shows the party contacted or the outcome of the review that was performed.
- **Place/Review**: Protected. Shows the place of contact or the type of review performed.
- **History Text**: Protected. Displays history text associated with the current action. If there is a large amount of history text to display, this area becomes scrollable.
- **More History** button: When the **List of History** page opens, it displays the first 50 rows of history. If you want to display more history rows, click the **More History** button to retrieve the rows in increments of 50.
- **Close** button: Click **Close** to close the page.

Exhibit 60: List of History Fields

5.9   History Detail Page

The History Detail page displays more information regarding a history line from the List of History page. To open the History Detail page:

Step 1: Click a **link** in the Date Time column on the List of History page to display the **History Detail page**.

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Exhibit 61: History Detail Page

5.9.1   History Summary Pane

The following information is displayed in the **Activity Summary** pane on the History Detail page. All fields are protected.

- **Activity**: Protected. Shows the action that was performed.

- **User**: Protected. Shows the user who performed the action.

- **Date**: Protected. Shows the date the action was performed.

- **New Responsible User**: Protected. Shows the user chosen as part the action to be responsible for the case.

- **State**: Protected. Shows the case's state when the action is completed.

- **Follow-Up Date**: Protected. Shows the date when this case will next be pursued in this state as specified by the user as part of an action.

5.9.2   Activity Detail Pane

The following information is displayed in the **Activity Detail pane** on the **History Detail page**.

- **Party/Outcome**: Protected. Shows the person contacted as a result of the action or the outcome of a review.

- **Place/Review**: Protected. Shows the place where the person above was contacted or the type of review performed.

- **Correspondence**: Protected. Shows the letter issued through correspondence.

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- **Promise to File:** Protected. Indicates that a promise to file was taken as part the action.

- **Promise to Pay:** Protected. Indicates that a payment plan was taken as part of the action.

Exhibit 62: Activity Detail Pane

The following information is displayed in the **Other Activity pane** on the **History Detail page**.

- **Descriptor:** Protected. Shows additional information entered in the descriptor field as part of the action.

- **Client Reference:** *Currently not used at DOR.* Protected. Shows the unique identifier for debts.

- **Amount:** Protected. Shows the amount associated with the action; formatted to display decimal numeric.

- **Debt:** Protected. Shows the ID of the debt selected as part of certain actions. For example, Change Debt Status.

- **Period:** Protected. Shows the period associated with the debt selected as part of certain actions. For example, New Debt.

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Exhibit 63: Other Activity Pane

5.9.3 History Menu

The List of History and History Detail pages include the History menu, which is displayed after Case on the menu bar. The History menu contains the following menu items:

Menu Item	Description
Review Correspondence	Only enabled if your capability is 4 or above. If a **Letter Sent** row is currently selected or shown on the History Detail page, and History: Review Correspondence is selected, a review page appears with Approve, Deny, and Cancel radio buttons. Using these radio buttons, you can approve or deny the piece of correspondence.
Correspondence Reprint	Allows for a piece of correspondence that has been sent to be reprinted. Goes to local printer only.
Correspondence Refax	Allows the user to refax a document. Only if the original was faxed initially. Currently not used by DOR.
Correspondence View	Invokes Microsoft Word, enabling you to view the actual document that was generated by the selected action. To close the Microsoft Word page, select the Close button from the small insert on the menu bar in Word. Focus is returned to the List of History page (or the History Detail page).

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Menu Item	Description
Failed Letter	Allows you to record a Failed Letter by opening the Failed Letter Action page. A failed letter indicates that the correspondence failed to be delivered to the addressee for any reason other than Post Office Notification.
Post Office Notification	Allows you to record Post Office Notification by opening the Post Office Notification action page. Post Office Notification refers to the reason why the Post Office was unable to deliver the correspondence (e.g., letter returned to sender).
Cancel Letter	Selecting this menu item enables you to cancel a letter that has yet to be sent to the addressee by opening the Cancel Letter page. This can only be done for letters queued to print in batch before the nightly cycle is run on the same day the letter is initiated.

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5.10   State Management Page

The State Management page displays a list of all the states that currently apply to the case. This includes the Primary, Billing and Legal Action states, as well as up to five secondary states. Information displayed includes the State Type, Functional Area, State Name, and Follow-up Date. Select a row to view information about the responsible user, if one is assigned.

A State Management menu appears with the following actions. These will be performed on the state whose row is selected. More information on performing these actions follows:

- **Route to State**

- **Change Follow-up Date**

- **Change Responsible User**

- **Add Secondary State**

- **Delete Secondary State**

- **Change Billing State** *not being used at this time.*

Secondary states allow a case to be on more than one work list at any given time. Users may add up to five Secondary states per case. The purpose of the Secondary state is to allow the case to be assigned for additional minor work without affecting the work being performed through the Primary state. State assignment rules do not apply to Secondary states.

To access the **State Management** page:

Step 1: Select the Case: State Management menu item.

The **State Management** page is displayed.

Exhibit 64: State Management Page

The following information is displayed on the State Management page:

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- **Select:** Radio button to select the State row that a state management action will be performed on.

- **State Type:** Specifies if the State is Primary, Billing, or Secondary.

- **Code:** Specifies the State Code.

- **Functional Area:** Specifies the name of the Functional Area for the State.

- **State:** Specifies the name of the State.

- **Follow-Up Date:** Specifies the next date when the case will be put on a Work List.

- **Responsible User:** Specifies the name of the user responsible for the case. This can be blank if a responsible user is not assigned. By policy, responsible user should only be changed by authorized persons.

- **Phone:** Phone Number of the responsible user.

- **Group:** Group Name associated with the responsible user.

The **State Management** page includes the **State Management** menu, which is displayed after Case on the menu bar. If the user's capability level is less than a state's minimum capability level, the user cannot route the account out of the state, but can update the case. The **State Management** menu contains the following menu items:

Menu Item	Description
Route to State	Opens the Route to State action page, which allows you to route the case to another state.
Change Follow-Up Date	Opens the Change Follow-Up Date action page, which you can use to manually change the follow-up date for the selected state of the case.
Change Responsible User	Opens the Change Responsible User action page, which allows you to manually change the responsible user for the selected state of the case.
Add Secondary State	Opens the Add Secondary State action page, which allows you to add another secondary state (up to five states). If five states already exist, delete a state before adding another state.
Delete Secondary State	*Not currently used at DOR.* Opens the Delete Secondary State action page, which allows you to delete a secondary state.
Change Billing State	*Not currently used at DOR.* Opens the Change Billing State action page, which allows you to Change a Billing state.

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5.11 Case Information Page

The Case Information page displays the window script information defined for the case. The Script list box displays any number of scripts that are defined by the manager to provide information specific to a case location. All information on the Case Information page is for display purposes only and cannot be changed except by a System Administrator. To open the Case Information page:

Step 1: Select Case Information from the **Case** menu.

The Case Information page is displayed.

As discussed in the previous section, on the User Preference page you can elect to have the Case Information page automatically open whenever a case is opened. If the User Preference is set to automatically open the Case Information page, each time a case is opened the Main Case page will open and then the Case Information will also open.

By selecting a script from the drop down list, the Case Information box is populated with data specific to the case. This information will allow quick review of the case for a collector to assess the current status.

Only two Case Information scripts are used by DOR:

- Additional Asset Information: provides information about additional assets for this case.
- Risk Scoring Information: provides information about the Strata scores for this case.
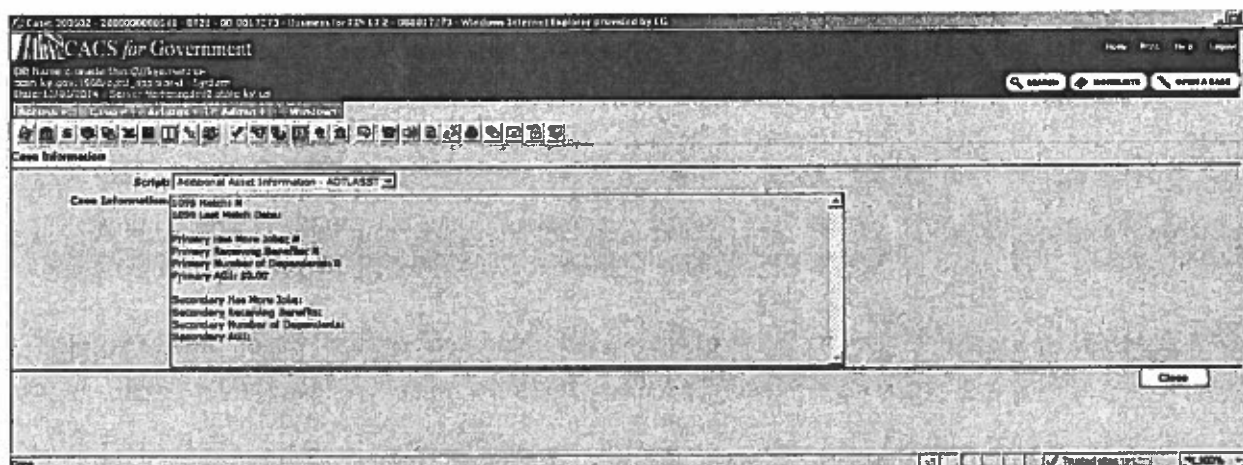
Exhibit 65: Case Information Page-Asset

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Exhibit 66: Case Information Page-Strata

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5.12   Case Notes Page

The Case Notes page allows you to create, modify, and delete existing notes associated with a case. Case Notes refer to a case as a whole and are typically used to track information, or call attention to a certain condition. Since notes do not become part of the permanent history of the account, they can be updated at any time. The system keeps track of the last user who updated notes, as well as the date when they were last updated. If notes do not exist, a blank Case Notes page is displayed, where information can be entered. Only a single note is kept at a time, but as much information as will fit in the text box can be entered or appended. The Delete button will not be enabled unless a note already exists. To access the Case Notes page:

Step 1: Select **Case Notes** from the **Case** menu.

The **Notes** page is displayed.

Exhibit 67: Case Notes Page

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6 Appendices

6.1 Case Type Table

This table shows the values of the case type used for each case.

Case Type	Description	Location	Tax Type
B	BUSINESS TAX EXCEPT FOR RP AND MISCELLANEOUS	300502	BUSINESS TAXES
C	CHILD SUPPORT (KASES)	300504	CHILD SUPPORT
E	ENTERPRISE COLLECTION	300502	ENTERPRISE COLLECTION TAXES
I	Single Filed for Individual Income Tax	300502	INDIVIDUAL TAXES
J	Married Filing Joint for Individual Income Tax	300502	INDIVIDUAL TAXES
M	Suffix ID/Miscellaneous	300502	BUSINESS TAXES
P	Property Tax	300504	PROPERTY TAXES
R	RESPONSIBLE PARTY	300502	BUSINESS TAXES

6.2 Bill Type/Aging Status Table

This table shows the values of the bill type (aging status), its description and relationship to case roll-up and other fields.

Bill Type/ Aging Status	Definition	In Case Roll-Up	Child Support	Period Status (Open or Closed)	Held
D0	Delinquent-30 to 59 days old	No	N/A	Open	No
D1	Delinquent-60 days old	No	N/A	Open	No
D2	Delinquent-Closed	No	N/A	Closed	No
R0	Past Protest (New Bill)	Yes	Arrearage	Open	No
R1	Not Aged Past Protest Period	Yes	Current Month	Open	No
R2	Resolved (Paid or Voided).	No	Resolved	Closed	No
R3	Charged off	Yes	N/A	Open	No
R4	Protest	No	N/A	Open	Yes
R5	Suspense (include Acknowledgement Bills)	No	N/A	Open	Yes
R7	Outside Collection	Yes	N/A	Open	No

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